

**IN THE CLAIMS:**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims:**

(Claims 1, 6-9, 11 and 12 have been amended, claims 13-20 cancelled and new claims 21-27 added.)

1. (Currently Amended) A computer-implemented method for allocating system capacity among a plurality of customers in a system, comprising:

associating a customer point value with each customer according to a customer point system, the customer point values being determined with reference to information in customer order data;

dividing the plurality of customers into a plurality of customer groups, each customer group corresponding to a range of customer point values, each customer being assigned to one of the plurality of customer groups according to the associated customer point value; and

determining an actual capacity allocation distribution among the plurality of customer groups with reference to information in the customer order data; and

wherein adjusting the range of customer point values associated with selected customer groups is adjusted to cause the actual capacity allocation distribution to converge to a target capacity allocation distribution,

wherein a delivery interface with a plurality of delivery windows is generated to allow a specific customer to select at least one of the windows for delivering an order to the specific customer,

wherein the at least one of the windows available to be selected depends on the customer group to which the specific customer is assigned and the adjusted range of customer point values,  
and

wherein the method is implemented by a computing device.

2. (Original) The method of claim 1 wherein the plurality of customer groups includes a new customer group corresponding to those of the plurality of customers associated with the system less than a predetermined period of time.

3. (Original) The method of claim 2 wherein the new customer group is determined without reference to the customer point system.

4. (Original) The method of claim 1 further comprising allocating system capacity among the plurality of customers according to the customer groups.

5. (Original) The method of claim 4 wherein the system capacity comprises delivery resources capacity.

6. (Currently Amended) The method of claim 5 wherein allocating system capacity comprises generating ~~a delivery window grid~~ the delivery interface for presentation to ~~the a~~ specific customer, the availability of specific windows in the delivery interface ~~window-grid~~ being determined with reference to the customer group to which the specific customer is assigned.

7. (Currently Amended) The method of claim 4 further comprising associating a customer group ~~overrides~~ override with selected ones of the plurality of customers, and allocating system capacity for the selected ones of the plurality of customers being done with reference to the customer group ~~override~~overrides.

8. (Currently Amended) The method of claim 1 wherein information in the customer order data for each customer comprise at least one of customer order size and customer order frequency.

9. (Currently Amended) The method of claim 1 further comprising iterating division of the plurality of customers into the customer groups, and determination of an actual capacity

09/810,891

3

WVANP011

allocation distribution, ~~and adjustment of wherein~~ the customer point value ranges are adjusted accordingly to effect convergence of the actual capacity allocation distribution to the target capacity allocation distribution.

10. (Original) The method of claim 1 wherein the method is entirely automated.

11. (Currently Amended) The method of claim 1 wherein the range of customer point values associated with selected customer groups is adjusted manually to cause the actual capacity allocation distribution to converge to a target capacity allocation distribution at least a portion of the method is performed manually.

12. (Currently Amended) The method of claim 1 wherein the method further comprises adjusting the range of customer point values associated with selected customer groups to cause the actual capacity allocation distribution to converge to a target capacity allocation distribution ~~11 wherein the portion of the method performed manually is adjusting the customer point value ranges.~~

13-20. (Cancelled)

21. (New) The method as recited in claim 1,  
wherein the plurality of delivery windows are transmitted to a remote platform via a wide area network for presentation to the specific customer, and  
wherein the method further comprises determining which of the plurality of windows are available for delivery of the order with reference to currently available system resources.

23. (New) The method as recited in claim 1, wherein the specific customer is associated with a group name.

24. (New) The method as recited in claim 23, wherein the delivery interface indicates information based on the group name of the customer.

09/810,891

4

WVANP011

25. (New) The method as recited in claim 4,  
wherein the specific customer is associated with a group name and a customer group  
override, and  
wherein the at least one of the windows that the specific customer can select for delivery  
is determined based on which of the group name and the customer group override is dominant.

26. (New) The method as recited in claim 25, wherein the customer group override is  
associated with an override expiration date, after which the group name dominates the customer  
group override.

27. (New) A computer-implemented method for allocating system capacity among a  
plurality of customers in a system, comprising:  
associating a customer value with each customer based on information in customer order  
data;  
dividing the plurality of customers into at least two customer groups, each customer  
group corresponding to a range of customer values, each customer being assigned to one of the  
customer groups based on the corresponding customer value; and  
determining an actual capacity distribution among the plurality of customer groups based  
on information in the customer order data;  
wherein the range of customer values associated with at least one customer group is  
adjusted to cause the actual capacity distribution to converge to a target capacity distribution,  
wherein a delivery interface with a plurality of windows is generated to allow a specific  
customer to select at least one of the windows for delivering an order to the specific customer,  
wherein the at least one of the windows available to be selected depends on the customer  
group to which the specific customer is assigned and the adjusted range of customer values, and  
wherein the method is implemented by a computing device.